1948. K **File No.** Misc C. | 48
Pt II.

Legal Dept.

C BRANCH

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Subject:— Correspondence relating to C. Branch.

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Dearness Allowance:

Primary School Teachers serving in the Schools aided by Local Authorities-

GOVERNMENT OF BOMBAY.

Education and Industries Department.

Resolution No. 7449.

Bombay Castle, 8th September 1948.

Read Government Resolution, Education and Industries Department, No. 7449, dated the 15th March 1947.

Letter from the Director of Public Instruction. No. S. 99/216-I-D, dated the 14th July 1948.

Resolution.- Government is pleased to direct that the Local Authority Municipalities should be paid the full share of the dearness allowance payable by Government irrespective of the rate of grant paid by Local Authority Municipalities to their aided schools on condition that the additional amount received by the Local Authority Municipalities from Government on this account is wholly spent by them on increasing the grant paid to the aided schools for dearness allowance to the teachers serving in those schools and that the Local Authority Municipalities and the aided schools concerned do not reduce the expenditure which they are incurring at present on this head.

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2. The Director of Public Instruction is requested to point out in due course the source from which the expenditure should be met during the current funancial year.

By order of the Governor of Bombay.

D. S. JOSHI,
Secretary to Government.

Complaints and requests from members of the public :

Prompt disposal of . -

GOVERNMENT OF BOMBAY.

Political and Services Department

Circular No.3046/46.

Bombay Castle, 27th October 1948.

CIRCULAR

Government has issued several orders regarding the prompt and efficient disposal of complaints and requests from members of the public. It has been noticed however that in spite of these orders it takes a very long time for the disposal of complaints and requests from members of the public. This increases work all round in the shape of several applications and reminders. Government views this position with grave concern and desires to emphasise that prompt and efficient disposal of public grievances is the primary duty of every public servant. It is, therefore, necessary that this primary duty should be discharged efficiently and a legitimate cause of public criticism in this respect removed thereby. The following instructions which are designed to ensure prompt and efficient disposal of complaints and requests from the public should be strictly observed:-

I. Secretariat Offices - (1) All receipt regarding complaints and requests from members of the public should be labelled "Urgent" by an authority not below the rank of an Assistant Secretary. The Assistant Secretary should himself supervise the disposal of the case at every stage and should see that no avoidable delay occurs. Every complaint or request marked "Urgent" should be submitted by the Branch concerned within a week of its receipt unless the time is extended by the Assistant Secretary in any particular case.

2. If any matter requires to be seen and considered by more than one Department of the Secretariat the papers should not be tossed for several days or weeks from one Department to another, but they should be disposed of within a week ordinarly by discussion between Secretaries or Deputy Secretaries. Arrangements should be made for such discussion regularly twice or thrice a week between the Departments concerned. The Department dealing with the matter should see that this is done.

3. If replies are not received promptly from District Officers such cases should be put up for disciplinary action. The Divisional and District Officers will be held personally responsible for delay occurring in the offices under their control.

II. Non-Secretariat Offices .- (1) The Commissioners of Divisions should supervise all offices under them, with a view to ensuring prompt disposal and punishing cases of remissness. Reports should be submitted by the Collectors to Government direct unless they are asked to submit them through the Commissioners. In addition to the inspection of various offices, all appellate work which they have to do under the various laws should be disposed of by the Commissioners. They should also supervise and guide the work local bodies within their jurisdiction. They should meet in conference periodically to consider the problems referred to them by Government from time to time and to take stock of their work of inspection and problems arising from such inspection.

2. All Officers - Divisional, District, Sub-Divisional, Taluka and others should set apart definite and sufficient time every day to meet members of the public who may want to see them regarding any grievances or complaints or requests. These should be patiently heard and replies should be given to them as soon as possible. Notes regarding the persons seen by them and the action taken by them in respect of their grievances, complaints or requests should be made by them in their diaries so that Inspecting Officers can

check their work in this respect. The hours fixed by them for meeting members of the public who may want to see them in connection with their grievances, etc., should be notified in the local papers and a copy of the notification affixed to a prominent place outside every office. Officers should be ready to hear complaints requiring immediate attention at any time of the day as far as possible so that members of the public would feel confident that they can always approach the officers concerned for redress of their grievances in a sympathetic manner.

2. Government desires to make it clear that severe notice will be taken for not observing the instructions given above.

By order of the Governor of Bombay.

M.D.BHAT.

Chief Secretary to the Government of Bombay,
Political and Services Department

.C.No.3046/46, Pol.& S.D.,dated the 27th October 1948.

To

The Private Secretary to the Governor,
The Secretary to the Hon'ble the Premier,
The Director of Publicity,
The Commissioners of Divisions,
All Collectors,
All Departments of the Secretariat,
All other Heads of Departments and Heads of Offices under the several Departments of the Secretariat,
All Personal Assistants to the Hon'ble the Ministers.

No. of 1948.

Copy forwarded for information and guidance to

smc/1-8

Copy of Government Circular, Home Department (Political), No.9808/4-Poll, dated the 5th November 1948 regarding grant of advertisements to newspaper

" Government is pleased to direct that official advertisements should be given to the Marathi weekly "Kamgar-Shakti" of Poona".

No.9808/4-Poll.
Home Department.
Bombay Castle, 10th January 1949.

Forwarded to:-

All Heads of Departments under the Several Departments of the Secretariat.

By order of the Governor of Bombay,

sd/-

for Secretary to the Government of Bombay, Home Department.

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